

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Accompanying Application under
37 CFR 1.53:

Prior Application: T. HORIE et al.
Serial No. 09/775,575
Filed: February 5, 2001

Group Art Unit: 2837
Examiner: R. Bachner
For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND TECHNICAL
SUPPORT METHOD

PRELIMINARY AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:•

Prior to examination, please amend the above application
as follows.